SHARED NOTES

Use cases

Versions			
Date	Author initials	Version	Amendment
February 2026	TRI	0.1.0	First draft
March 2026	TRI, SKS and TMS	1.0.0	Final version after review

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1 Background and purpose

This document contains use case descriptions for the implementation of the Notes standard.

The use cases describe detailed processes of user interactions with the computer systems in various situations. The use cases merge data requirements with business rules and are intended to ensure a complete and consistent implementation and use of the Notes standard.

The target groups for these use cases are the system providers and managers who will participate in the initial implementation and use of the Notes standard: PLSP, the Danish Health Data Authority and sundhed.dk.

2 References and terms

The use case descriptions should be read in conjunction with the following set of documentation for shared notes:

Documentation	Version	Link/reference	Description
General technical use cases	1.0	General technical use cases	Technical use case descriptions for the application of MedCom's FHIR standard "Notes"
Standard documentation	1.0	GitHub pages	User stories describing user's needs and wishes. FHIR implementation guide describing technical requirements. Mapping between logical data model and "Notes". Test documentation and protocols.
Contents and Business Rules	-	Will be provided	Data governance, logical data model and business rules for shared notes.

Terms	Description
User actor	System user, i.e. person using the described systems via the user interface
System actor	System supplier and manager. Responsible for all system functions and infrastructure
General Practitioner (GP)	A doctor specializing in general practice medicine, which is a community-based medical discipline providing comprehensive, continuing, and primary healthcare to individuals, families, and communities, acting as the first point of contact in the health system.
Electronic Medical Record (EMR) system	A digital collection of medical data and information, including a patient's medical history, diagnoses, medications, allergies, and test results within a specific healthcare provider's clinic or hospital.
Encounter	A medical encounter is a direct interaction between a patient and a healthcare professional to provide or assess an examination, care and/or treatment. The medical encounter serves as the foundation for diagnosis, treatment, and clinical documentation. The encounter can be face-to-face visits, telephone consultations, or virtual, and they are essential for recording patient health information, managing care and treatment, and enabling shared decision-making.
EMR Note	A digital, authorized, and secure record of a patient's clinical encounter, documenting medical history, diagnosis, treatment, and progress within a specific clinic or hospital.
SDS	SundhedsDataStyrelsen. Danish Health Data Authority. System administrator for the NSP

Terms	Description
NSP/DDS	National Service Platform and Document Sharing Service. Infrastructure that provides interoperability and ensures the sharing of data between the EMR systems in the Danish healthcare system.
OnDemand	Sharing data on demand, meaning that the document will be generated on request. Data is retrieved and displayed only when creating a query from a user actor. Data is only displayed but not stored in the receiving system.
Samtykkeservice	NSP service which allows the patient to block the sharing of data from DDS. Managed by SDS via the Consent Service
Document Consumer System	System which requests, receives, and displays data from DDS.
PLSP	The Primary Sector Supplier Service Platform collects and generates documents on request using data from the GP clinics EMR systems.
MinLæge (MyDoctor) App	An app for mobile devices presenting a selection of the patient's data from the GP's EMR

3 Use Case diagram

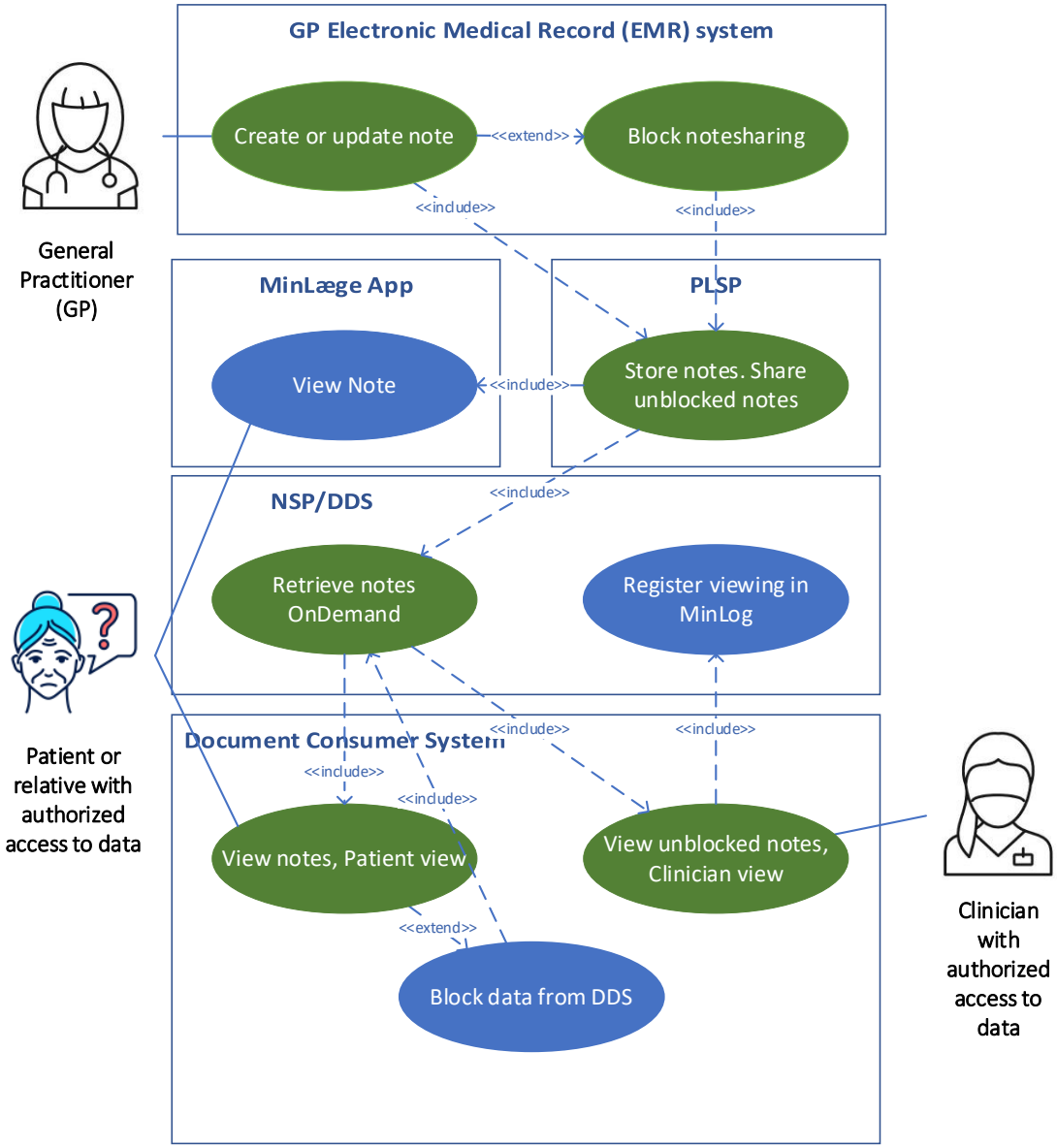

Figure 1: Use cases describing processes for sharing notes from the GP EMR systems

4 Use cases

Use case S1 Create Note	
Initiating actor	User actor (general practitioner)
Purpose	To document a patient encounter in a note in the GP's EMR
Starting conditions/prerequisites	User actor has an encounter with the patient
Initiating event	User actor opens the registered encounter with the patient in the EMR.
Possible actions	1. User actor creates a new note in connection with the patient encounter
	2. User actor writes the note text
	3. User actor completes the note and shares it with PLSP.
Result	The note is created and shared with PLSP. PLSP makes the note available to NSP and document consumer systems after midnight. The note is shared with time and date for creation.
Alternative actions	S1.A1 Update note S1.A2 Create multiple notes for the same encounter S1.A3 Add blockage to a new note S1.A4 Add blockage to an already shared note S1.A5 Remove sharing blockage
Corrective actions	C1.A1 Cancel note
Observations	Data is added to the Notes standard on PLSP when a request is received from document consumer systems.

Use case S1.A1 Update note	
Initiating actor	User actor (general practitioner)
Purpose	To update existing documentation of a patient encounter in a note in the GP's EMR
Starting conditions/prerequisites	User actor has completed an encounter with the patient and created a note, which requires an update
Initiating event	User actor opens the registered encounter with the patient in the EMR and opens the note created in connection with the encounter.
Possible actions	1. User actor edits the existing note by changing, adding or removing text
	2. User actor completes the note and shares it with PLSP.
Result	The note is updated and shared with PLSP. PLSP makes the note available to NSP and document consumer systems after midnight. PLSP shares only the latest version of the note incl. time and date for the latest update and time and date of the note's creation. Timestamp for the update must be later than the creation timestamp.
Alternative actions	S1.A2 Create multiple notes for the same encounter S1.A3 Add blockage to a new note S1.A4 Add blockage to an already shared note S1.A5 Remove sharing blockage
Corrective actions	C1.A1 Cancel note
Observations	Data is added to the Notes standard on PLSP when a request is received from document consumer systems.

Use case S1.A2 Create multiple notes for the same encounter	
Initiating actor	User actor (general practitioner)
Purpose	To document a patient encounter in several notes in the GP's EMR
Starting conditions/prerequisites	User actor has an encounter with the patient
Initiating event	User actor opens the registered encounter with the patient in the EMR. The encounter already has one or more completed notes.
Possible actions	1. User actor creates an additional, new note in connection with the patient encounter
	2. User actor writes the note text
	3. User actor completes the note and shares it with PLSP.
Result	The note is updated and shared with PLSP. PLSP makes the note available to NSP and document consumer systems after midnight. The note is shared with time and date for creation and latest updates (if any). Each note registered for the same encounter is shared independently of each other.
Alternative actions	S1.A1 Update note S1.A3 Add blockage to a new note S1.A4 Add blockage to an already shared note S1.A5 Remove sharing blockage
Corrective actions	C1.A1 Cancel note
Observations	Data is added to the Notes standard on PLSP when a request is received from document consumer systems.

Use case S1.A3 Add blockage to a new note	
Initiating actor	User actor (general practitioner)
Purpose	To block the sharing of documentation of a patient encounter registered in the GP's EMR
Starting conditions/prerequisites	User actor has an encounter with the patient
Initiating event	User actor opens the registered encounter with the patient in the EMR.
Possible actions	1. User actor creates a new note in connection with the patient encounter
	2. User actor writes the note text
	3. User actor activates "Do not share" for the note
	4. User actor completes the note and shares it with PLSP.
Result	PLSP receives the "Do not share" attribute with the note and prevents sharing the note to NSP when responding to data requests.
Alternative actions	S1.A1 Update note S1.A2 Create multiple notes for the same encounter S1.A4 Add blockage to an already shared note S1.A5 Remove sharing blockage
Corrective actions	C1.A1 Cancel note
Observations	Data is added to the Notes standard on PLSP when a request is received from document consumer systems.

Use case S1.A4 Add blockage to an already shared note	
Initiating actor	User actor (general practitioner)
Purpose	To stop the sharing of documentation of a patient encounter after sharing is activated
Starting conditions/prerequisites	User actor has completed an encounter with the patient and created a note, which has been shared with PLSP and possibly shared with document consumer systems.
Initiating event	User actor opens the registered encounter with the patient in the EMR and opens the note created in connection with the encounter.
Possible actions	1. User actor activates "Do not share" for the note
	2. User actor closes the note and the "Do not share" attribute is shared with PLSP.
Result	The note is immediately updated with the "Do not share" attribute on PLSP and sharing of the note is ceased with any following data requests.
Alternative actions	S1.A1 Update note S1.A2 Create multiple notes for the same encounter S1.A3 Add blockage to a new note S1.A5 Remove sharing blockage
Corrective actions	C1.A1 Cancel note
Observations	Data is added to the Notes standard on PLSP when a request is received from document consumer systems.

Use case S1.A5 Remove sharing blockage	
Initiating actor	User actor (general practitioner)
Purpose	To reactivate sharing of documentation of a patient encounter by removing sharing blockage
Starting conditions/prerequisites	User actor has completed an encounter with the patient and created a note, which has been shared to PLSP with an active "Do not share" attribute
Initiating event	User actor opens the registered encounter with the patient in the EMR and opens the note created in connection with the encounter.
Possible actions	1. User actor deactivates "Do not share" for the note
	2. User actor closes the note and the deactivation of the "Do not share" attribute is shared with PLSP.
Result	The note is immediately updated with the deactivated "Do not share" attribute on PLSP and sharing of the note is initiated with any following data requests.
Alternative actions	S1.A1 Update note S1.A2 Create multiple notes for the same encounter S1.A3 Add blockage to a new note S1.A4 Add blockage to an already shared note
Corrective actions	C1.A1 Cancel note
Observations	Data is added to the Notes standard on PLSP when a request is received from document consumer systems.

Use case C1.A1: Cancel note	
Initiating actor	User actor (general practitioner)
Purpose	To remove existing documentation of a patient encounter in a note in the GP's EMR
Starting conditions/prerequisites	User actor has completed an encounter with the patient and created and shared a note, which must be removed from the patients EMR
Initiating event	User actor opens the registered encounter with the patient in the EMR and opens the note created in connection with the encounter.
Possible actions	1. User actor activates delete function for the note
	2. User actor completes the deletion and immediately shares the deletion with PLSP.
Result	The note is marked as deleted on PLSP and sharing of the notes ceases immediately in any following data requests. The note is deleted within 24 hours from PLSP
Alternative actions	S1.A2 Create multiple notes for the same encounter S1.A3 Add blockage to a new note S1.A4 Add blockage to an already shared note S1.A5 Remove sharing blockage
Corrective actions	C1.A1 Cancel note
Observations	Note: Deletion of a note from the patient's medical records must initiate a workflow, which ensures contact to all clinicians which may have viewed the note within the time period of the note's accessibility.

Use case R1 View Note	
Initiating actor	User actor (Authorized healthcare professional or authorized citizen)
Purpose	Viewing the patient's notes
Starting conditions/prerequisites	The user actor has access to the patient's data in a document consumer system.
Initiating event	User actor wants to access the patient's notes from the GP
Actions	1. System actor ensures that the user actor has the necessary authentication to see the notes
	2. The system actor performs a system call to the infrastructure to retrieve the patient's notes
	3. System actor receives the patient's notes and displays the data to the user actor
	4. User actor views the patient's notes
Result	The user actor has viewed the patient's notes from the GP's EMR system
Alternative actions	R1. A1: The patient has no notes
Corrective actions	N/A
Observations	Regarding action 4: The data in the patient's view in a document consumer system should include instructions that refer the viewer to the responsible healthcare provider if they have questions about the viewed data – or lack thereof.

Alternative use case R1. A1 No notes	
Initiating actor	User actor (Authorized healthcare professional or authorized citizen)
Purpose	Viewing the patient's notes
Starting conditions/prerequisites	The user actor has access to the patient's data in document consumer system.
Initiating event	User actor wants to access the patient's notes from the GP
Actions	1. System actor ensures that the user actor has the necessary authentication to see the notes.
	2. The system actor performs a system call to the infrastructure to retrieve notes.
	3. System actor receives feedback about the lack of shared data.
	4. The user actor is notified that the patient does not have any shared notes.
Result	User actor has read the message which states that the patient does not have any shared notes.
Alternative actions	N/A
Corrective actions	N/A
Observations	Regarding action 4: The data in the patient's view in a document consumer system should include instructions that refer the viewer to the responsible healthcare provider if they have questions about the viewed data – or lack thereof.